

# AZNET SLAs and Operations Scorecard - May 2008

Service Level Agreement	Target		SLA	SLA by Zone				Ticket Metrics		
				A	B	C	D	Ticket Count	Ticket Time	Average
CRITICAL SERVICE LEVEL										
Severity Level I (MTTR)	see 1.1		-3.75	-3.75	0.00	0.00	0.00	1	0.25	0.25
Severity Level II (MTTR)	see 1.2		-40.94	-19.25	-21.69	0.00	0.00	8	11.06	1.38
Tier I Availability*	99.999%		100.000%					0	0.00	N/A
Tier II Availability*	99.99%		99.998%					8	10.39	1.30
Tier III Availability*	99.9%		100.000%					1	0.92	0.92
Tier IV Availability*	98%		100.000%					0	0.00	N/A
Site Chronic Problem	see 1.3		1							
PMO Escalation	see 1.4		0%					Ticket Count	# Missed	Average
STANDARD SERVICE LEVEL										
Severity Level 3 Tickets Responded to on Time*	100%							440	2	
Trouble Tickets Not Reopened	98%		99.45%							
Service Requests Not Ticket Reopened	98%		98.94%							
On-Time Completion of Services*	95%		99.10%							
On-Time Completion of Projects*	95%		TBD							
Time to Dispatch*	98%		TBD							
SYSTEM SERVICE LEVEL										
	Mar	Apr	May							
Severity Level I	0.00	-12.97	-3.75							
Severity Level II	-54.66	-28.04	-40.94							
Tier I Availability*	99.998%	99.995%	100.000%							
On-Time Completion of Service*	98.60%	97.91%	99.10%							
On-Time Completion of Projects*	TBD	TBD	TBD							

Operations								
All Trouble Tickets by Type		Count	%	Avg. Time	Sev 1	Sev 2	Sev 3	Notes
Legacy Voice		330	56%					
IPT		29	5%					
Data		149	25%					
Call Center		32	5%					
Security		52	9%					
Total		592	100%					
Volumes		Count	Notes	MAC Resolved			Count	%
Activities Created		2319		Voice Hard MAC			722	46%
Activities Resolved		2336		Call Center Hard MAC			6	0%
% Resolved		101%		Hard MAC Subtotal			728	46%
Requests for Information	Count	Avg. Time	Voice Soft MAC			420	27%	
Requests		164	Call Center Soft MAC			0	0%	
Total		164	PON Change (BILL)			73	5%	
Current Support		Count	Security (DRTC, SFWC, SPWR, SVPA, SVPD, SDUD, SDUA, SPRR)			18	1%	
Seats Supported		40,583	Non Billable (911A,911D,NSOF,PRMN,NHRD)			36	2%	
Routers Supported		891	Soft MAC Subtotal			547	35%	
Monthly State-wide Hard MAC Allocation		676.38	T&M Labor Voice (LBV1, LBV2, LBV3, LBVQ, VAAL)			21	1%	
Monthly State-wide Soft MAC Allocation		3381.92	T&M Call Center (LBC1, LBC2, LBC3, LBCQ, CSUP, CDEV)			20	1%	
AZNET Support Desk ACD Stats		Count	%	T&M Data (LBD1,LBD2,LBD3,LBDQ)			16	1%
Offered		663		T&M Security (LBS1,LBS2,LBS3,LBSQ)			19	1%
Answered		576	87%	Equipment only (EQON)			28	2%
Terminated (voicemail)		73	11%	LVL1			201	13%
Abandon (hang-up)		14	2%	Misc. MAC Subtotal			305	19%
Avg. Time to Answer		15 sec.		Total			1580	100%

## Notes (Sample)

- Delivered Security Report
- Delivered Inventory Plan
- Look into MAC allocation for month of August.